

# Operating System Support Plan for Test Delivery System 2018–2019

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*Prepared by the American Institutes for Research®*



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## **Section I. Introduction**

The American Institutes for Research (AIR) provides updates to the Secure Browser for each supported operating system. These Secure Browser updates are provided by AIR annually, or when deemed necessary if bugs in the Secure Browser are detected.

This document describes AIR's plan for supporting operating systems during the upcoming test administration and following years. This plan helps districts and schools manage operating system deployments based on the support timelines. The list of all supported operating systems and browsers for the 2018-2019 test administration will be updated on August 10, 2018 when the Secure Browser goes live. This list can be found on the Connecticut Comprehensive Assessment Program Portal [Supported Browsers](#) page.

## Section II. Timing of Secure Browser Updates

Major and minor version upgrades for Windows, Mac, Linux, iOS, Android, and Chrome OS will be supported by AIR upon the completion of internal testing following their release. Secure Browser updates may be provided by AIR for new major and minor version upgrades of Windows, Mac, Linux, iOS, Android, and Chrome OS if necessary.



### **Warning: Support for New Operating Systems**

Operating systems and versions that become available during the administration year will not necessarily be supported immediately. **Do not** upgrade to new operating systems on computers that will be used to administer online assessments without ensuring the updates meet the required specifications. **Specialists at AIR recommend locking down all systems prior to the test administration window.**

## Section III. Support Plan for Operating Systems

[Table 1](#) lists the operating systems and the anticipated end-of-support dates. The shaded cells in [Table 1](#) indicate the following:

- **Yellow shading**—AIR ends support for operating systems after the 2018–2019 school year.
- **Gray shading**—AIR ends support for operating systems after the 2019–2020 school year.

Table 1. Supported Operating Systems

Supported Operating System	Release Date	Anticipated End-of-Support Date	Notes
<b>Windows<sup>a</sup></b>			
7 SP1 (Professional & Enterprise)	Oct. 2009	End of 2019-2020 School Year	AIR's support for Windows operating systems ends ten school years after its release date. For the most part, this coincides with Microsoft's official end-of-life policies for its operating systems.
8 (Professional & Enterprise)	Oct. 2012	End of 2021–2022 School Year	
8.1 (Professional & Enterprise)	Oct. 2013	End of 2022-2023 School Year	
10, 10 in S mode (Educational, Professional, & Enterprise (Versions 1507-1803, 1809 <sup>c</sup> ))	July 2015	End of 2024–2025 School Year	
Server 2008 R2	Oct. 2009	End of 2019-2020 School Year	
Server 2012 R2	Oct. 2013	End of 2022–2023 School Year	
Server 2016 R2	Oct. 2016	End of 2025–2026 School Year	
<b>Mac<sup>a</sup></b>			
10.9	Oct. 2013	End of 2019-2020 School Year	As long as Apple continues to release new versions of Mac OS annually, AIR will support the six latest versions for any given school year. Support for Mac OS X 10.9 will end on the release and testing of macOS 10.15.
10.10	Oct. 2014	End of 2020-2021 School Year	
10.11	Sept. 2015	End of 2021-2022 School Year	
10.12	Sept. 2016	End of 2022-2023 School Year	
10.13	Sept. 2017	End of 2023-2024 School Year	

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Supported Operating System	Release Date	Anticipated End-of-Support Date	Notes
10.14 <sup>c</sup>	Pending	End of 2024-2025 School Year	
<b>Linux<sup>b</sup></b>			
Fedora 27 LTS (Gnome)	Nov. 2017	End of 2019–2020 School Year	Official Fedora support typically ends one to two years after a release.
Fedora 28 LTS (Gnome)	May 2018	End of 2020-2021 School Year	
Ubuntu 14.04 LTS (Gnome)	April 2014	End of 2018–2019 School Year	Ubuntu typically supports long term support (LTS) distributions for five years after a release.
Ubuntu 16.04 LTS (Gnome)	April 2016	End of 2020–2021 School Year	
Ubuntu 18.04 LTS (Gnome)	April 2018	End of 2022-2023 School Year	
<b>iOS</b>			
10.3 11.4 12 <sup>c</sup>	Sept. 2016; rolling	AIR supports the three most recent major releases of iOS.	Supported iPads: 4 <sup>th</sup> Generation (Retina Display) 5 <sup>th</sup> Generation (Retina Display) 6 <sup>th</sup> Generation (Retina Display) iPad Air iPad Air 2 iPad Pro
<b>Android</b>			
7.1 8.1 9 <sup>c</sup>	Aug. 2016; rolling	AIR supports the three most recent major releases of Android.	Supported tablets: Lenovo Yoga Tab 3 10 Samsung Galaxy Tab S3 Asus ZenPad Z10

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Supported Operating System	Release Date	Anticipated End-of-Support Date	Notes
<b>Chrome OS<sup>d</sup></b>			
67+	June 2018; rolling	For any given school year, AIR will support the latest version of Chrome OS available during the summer months, and all subsequent versions until the following summer. For example; if Chrome 67 is released in July, it and all versions of Chrome after it will be supported until July of the following year.	Google releases new versions of Chrome OS every six weeks. Support may require updating the Chrome kiosk application.

- <sup>a</sup> If Microsoft or Apple ends support for an operating system sooner than six years after its release, then AIR will stop supporting that system one full school year after support ends.
- <sup>b</sup> For Linux distributions, AIR will end support at the end of a full school year after the official distributor's announced end-of-life support date.
- <sup>c</sup> Support for this version is anticipated upon the completion of testing following its release.
- <sup>d</sup> Any device that Google actively supports for auto-update is also supported by AIR. However, AIR will not support any device that Google does not support for auto-update. Information on Google's auto-update policy, including currently supported devices, can be found at <https://support.google.com/edu/android/answer/6220366>.

## **Appendix A. User Support**

If this document does not answer your questions, please contact the Connecticut Comprehensive Assessment Program Help Desk.

The Help Desk will be open Monday–Friday from 7:00 a.m. to 7:00 p.m. ET during the summative testing window and Monday–Friday from 7:00 a.m. to 4:00 p.m. ET outside of the summative testing window (except holidays).

**Connecticut Comprehensive Assessment  
Program Help Desk**

Toll-Free Phone Support: 1.844.202.7583

Email Support: [cthelpdesk@air.org](mailto:cthelpdesk@air.org)



## Appendix B. Change Log

Change	Section	Date